

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (SUBJECT CODE - 810)

Blue-print for Sample Question Paper for Class XII (Session 2024-2025)

Max. Time: 3 Hours

Max. Marks: 60

### PART A - EMPLOYABILITY SKILLS (10 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	
1	COMMUNICATION SKILLS - IV	1	1	2
2	Self-Management Skills - IV	2	1	3
3	ICT Skills - IV	1	1	2
4	Entrepreneurial Skills - IV	1	1	2
5	GREEN SKILLS- IV	1	1	2
<b>TOTAL QUESTIONS</b>		<b>6</b>	<b>5</b>	<b>11</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>Any 4</b>	<b>Any 3</b>	<b>07</b>
<b>TOTAL MARKS</b>		<b>1 x 4 = 4</b>	<b>2 x 3 = 6</b>	<b>10 MARKS</b>

### PART B - SUBJECT SPECIFIC SKILLS (50 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANS. TYPE QUES.- I	SHORT ANS. TYPE QUES.- II	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	3 MARKS EACH	4 MARKS EACH	
1	History and Evolution of Hotel Industry	5	1	-	-	6
2	Etiquettes and Manners	3	1	-	-	4
3	Hotel Organization	3	1	-	-	4
4	Organization of Front Office Department	3	-	1	-	4
5	Introduction to The Hospitality Industry	8	-	1	2	11
6	Hotel Safety and Security	5	1	-	2	8
7	Problem Solving and Situation Handling	3	-	1	1	5
8	Responsible Hotels	2	1	-	-	3
<b>TOTAL QUESTIONS</b>		<b>32</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>45</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>Any 26</b>	<b>Any 3</b>	<b>Any 2</b>	<b>Any 3</b>	<b>34</b>
<b>TOTAL MARKS</b>		<b>1 x 26 = 26</b>	<b>2 x 3 = 6</b>	<b>3 x 2 = 6</b>	<b>4 x 3 = 12</b>	<b>50 MARKS</b>

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### Sample Question Paper for Class XII (Session 2024-2025)

Max. Time: 3 Hours

Max. Marks: 60

#### General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **24 questions** in two sections – Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. **Out of the given (6 + 18 =) 24 questions, a candidate has to answer (6 + 11 =) 17 questions in the allotted (maximum) time of 3 hours.**
5. All questions of a particular section must be attempted in the correct order.
6. **SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):**
  - i. This section has 06 questions.
  - ii. There is no negative marking.
  - iii. Do as per the instructions given.
  - iv. Marks allotted are mentioned against each question/part.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):**
  - i. This section contains 18 questions.
  - ii. A candidate has to do 11 questions.
  - iii. Do as per the instructions given.
  - iv. Marks allotted are mentioned against each question/part.

## SECTION A: OBJECTIVE TYPE QUESTIONS

Q. 1	Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)	
i.	Which one of the following is not a part of the communication process? a) Perceiving b) Speaking c) Listening d) Reading	1
ii.	Which of the following helps in maintaining a positive outlook in life in the long run? a) Spending time alone b) Overthinking c) Disorganized academics d) Healthy diet and adequate sleep	1
iii.	In acronym SMART, the letter 'M' stands for: a) Manageable b) Meaningful c) Measurable d) Motivational	1
iv.	_____ shows the location of selected cells: a) Name box b) Worksheet c) Workbook d) Cell	1
v.	The French word "entreprendre," means: a) To control b) To undertake c) To evaluate d) To accomplish	1
vi.	Full form of CNG is: a) Compressed Natural Gas b) Clean Natural Gas c) Combined Natural Gas d) Compressed Nitrogen Gas	1

Q. 2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i.	The development of ropeways lead to the growth of many hotels in the Alpine ranges particularly in _____. a) Germany b) Ireland c) Switzerland d) France	1
ii.	"Dum Pukht" is a specialty restaurant of: a) The Ashoka Hotel b) ITC- Welcome Group c) Taj Hotels d) Oberoi Hotels	1
iii.	In which city is Jaypee Green Resort located?	1

	<ul style="list-style-type: none"> <li>a) Greater Noida</li> <li>b) Agra</li> <li>c) Bangalore</li> <li>d) New Delhi</li> </ul>	
<b>iv.</b>	<p>Among the following countries which country was not a part of Grand Tour?</p> <ul style="list-style-type: none"> <li>a) Italy</li> <li>b) Austria</li> <li>c) Singapore</li> <li>d) Switzerland</li> </ul>	<b>1</b>
<b>v.</b>	<p>The parent company of Oberoi Hotels &amp; Resorts is:</p> <ul style="list-style-type: none"> <li>a) East India Hotels</li> <li>b) Indian Hotel Company</li> <li>c) ITDC</li> <li>d) ITC</li> </ul>	<b>1</b>
<b>vi.</b>	<p>Which among the following is not a courteous behavior of a hospitality professional?</p> <ul style="list-style-type: none"> <li>a) Do not grumble</li> <li>b) Talk in vernacular</li> <li>c) Handle equipment without banging</li> <li>d) Don't hold lengthy discussions in guest areas</li> </ul>	<b>1</b>
<b>vii.</b>	<p>Form of evasive excuses is one of the deadly sins of service and it is termed as:</p> <ul style="list-style-type: none"> <li>a) Coldness</li> <li>b) Condescension</li> <li>c) Apathy</li> <li>d) Runaround</li> </ul>	

<b>Q. 3</b>	<b>Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)</b>	
<b>i.</b>	<p>Find the correct sequence while attending a call in hotel front office?</p> <ul style="list-style-type: none"> <li>a) Greeting- Identify your department- Identify yourself- identify your establishment</li> <li>b) Greeting- Identify your establishment- Identify your department- Identify yourself</li> <li>c) Greeting- Identify yourself- Identify your establishment- Identify your department</li> <li>d) Greeting- Identify your department- Identify your establishment- Identify yourself</li> </ul>	<b>1</b>
<b>ii.</b>	<p>The department of a hotel which is responsible to track market developments, create strategies and set up sales plans is:</p> <ul style="list-style-type: none"> <li>a) Human Resource</li> <li>b) F&amp;B Service</li> <li>c) Sales and Marketing</li> <li>d) Purchase</li> </ul>	<b>1</b>
<b>iii.</b>	<p>The type of work and the number of departments in a hotel vary according to the:</p> <ul style="list-style-type: none"> <li>a) Number of guests</li> <li>b) Type of guests</li> <li>c) Number of employees</li> <li>d) Size of the property</li> </ul>	<b>1</b>
<b>iv.</b>	<p>This department is responsible for the upkeep and aesthetic standard of the hotel:</p> <ul style="list-style-type: none"> <li>a) Maintenance</li> </ul>	<b>1</b>

	<ul style="list-style-type: none"> <li>b) Housekeeping</li> <li>c) Room Service</li> <li>d) Security</li> </ul>	
<b>v.</b>	<p>A hotel employee whose job is to assist guests by booking tours, making theatre and restaurant reservations, etc.</p> <ul style="list-style-type: none"> <li>a) Bell staff</li> <li>b) Concierge</li> <li>c) Information Assistant</li> <li>d) Receptionist</li> </ul>	<b>1</b>
<b>vi.</b>	<p>Accounts section of front office department generally includes:</p> <ul style="list-style-type: none"> <li>a) Cashier and Reservation assistant</li> <li>b) Night Auditor and Bell Captain</li> <li>c) Receptionist and Night Auditor</li> <li>d) Front Office cashier and Night Auditor</li> </ul>	<b>1</b>
<b>vii.</b>	<p>Which of the below is not a sub department/ section of front office?</p> <ul style="list-style-type: none"> <li>a) Room Service</li> <li>b) Communication</li> <li>c) Concierge</li> <li>d) Bell Desk</li> </ul>	<b>1</b>

<b>Q. 4</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i.</b>	<p>Who among the following hoteliers known as "King of hoteliers, and hotelier to kings,":</p> <ul style="list-style-type: none"> <li>a) Conrad Nicholson Hilton</li> <li>b) John Willard Marriott</li> <li>c) Charles Kemmons Wilson</li> <li>d) César Ritz</li> </ul>	<b>1</b>
<b>ii.</b>	<p>The Leela Palace Hotel in Mumbai was founded in the year_____.</p> <ul style="list-style-type: none"> <li>a) 1980</li> <li>b) 1977</li> <li>c) 1987</li> <li>d) 1970</li> </ul>	<b>1</b>
<b>iii.</b>	<p>In which stage of the guest cycle safe deposit facility is offered to guests?</p> <ul style="list-style-type: none"> <li>a) Pre-arrival</li> <li>b) Arrival</li> <li>c) Occupancy</li> <li>d) Departure</li> </ul>	<b>1</b>
<b>iv.</b>	<p>Two or more business organizations, like Airline and Hotels, promoting each other's business for mutual gain is termed as:</p> <ul style="list-style-type: none"> <li>a) Referral groups</li> <li>b) Inter-sell agencies</li> <li>c) NGOs</li> <li>d) Corporate houses</li> </ul>	<b>1</b>
<b>v.</b>	<p>In which stage of the flow of reservation process a hotel can deny a reservation?</p> <ul style="list-style-type: none"> <li>a) Communication with the hotel</li> <li>b) Formulation of the reservation process</li> <li>c) Confirmation notification</li> <li>d) Modification and pre arrival activity</li> </ul>	<b>1</b>
<b>vi.</b>	<p>The situation in which the guest would stay for more than their scheduled stay date is known as:</p>	<b>1</b>

	<ul style="list-style-type: none"> <li>a) Under stay</li> <li>b) Over stay</li> <li>c) No show</li> <li>d) Walk-in</li> </ul>	
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<b>Q. 5</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i.</b>	<p>The chart which shows at a glance exactly how many rooms are available to let and their type:</p> <ul style="list-style-type: none"> <li>a) Density chart</li> <li>b) Bed booking chart</li> <li>c) GRC</li> <li>d) Booking diary</li> </ul>	<b>1</b>
<b>ii.</b>	<p>Overbooking is:</p> <ul style="list-style-type: none"> <li>a) Assigning more rooms per guest</li> <li>b) Ensuring the hotel achieves the maximum rate per room</li> <li>c) Assigning rooms for groups</li> <li>d) Selling more rooms than are actually available</li> </ul>	<b>1</b>
<b>iii.</b>	<p>The second in command of the security department of hotel is:</p> <ul style="list-style-type: none"> <li>a) Shift supervisor</li> <li>b) Security guards</li> <li>c) Assistant director of security</li> <li>d) Director of security</li> </ul>	<b>1</b>
<b>iv.</b>	<p>What is the latest practice adopted by hotels to ensure no one can trespass on the guest floors?</p> <ul style="list-style-type: none"> <li>a) CCTV</li> <li>b) Use of Key Cards to operate elevators</li> <li>c) Security Alarms</li> <li>d) Peephole</li> </ul>	<b>1</b>
<b>v.</b>	<p>The type of key that provides access to a specific room of a floor to clean or inspect is :</p> <ul style="list-style-type: none"> <li>a) Building master key</li> <li>b) Section master key</li> <li>c) Floor master key</li> <li>d) Grand master key</li> </ul>	<b>1</b>
<b>vi.</b>	<p>The type of device used in hotels to identify the threat of fire is:</p> <ul style="list-style-type: none"> <li>a) Water sprinkler</li> <li>b) Smoke detectors</li> <li>c) Fire hose reel</li> <li>d) Dry powder</li> </ul>	<b>1</b>

<b>Q. 6</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>	
<b>i.</b>	<p>Who among the following is the custodian of the master key of safe deposit locker?</p> <ul style="list-style-type: none"> <li>a) Guest</li> <li>b) Receptionist</li> <li>c) Guest Relation Executive</li> <li>d) Front Office Cashier</li> </ul>	<b>1</b>
<b>ii.</b>	<p>When the complaints are not resolved by front office assistant, then he/she should:</p> <ul style="list-style-type: none"> <li>a) Try to convince the guest</li> <li>b) Ignore the complaint</li> </ul>	<b>1</b>

	c) Consult with superiors d) Offer some freebies	
iii.	Find the example of a service-related complaint from the following: a) Missed wake up call b) Absence of swimming pool c) Problems in air conditioning d) Bad weather	1
iv.	Which of the following help to reduce the frequency of mechanical complaints in a hotel? a) Departmental coordination b) Follow-up procedure c) Maintenance work order d) Departmental Briefing	1
v.	The green certifier which is a non-profit organization certifies a wide range of products and services in US is: a) Green Key b) Energy Star c) Green Seal d) Green Globe	1
vi.	According to Ecotourism Society Pakistan (ESP), which of the following activity is discouraged in fragile areas: a) Photography b) Mass tourism c) Adventure activities d) Sports activities	1

## **SECTION B: SUBJECTIVE TYPE QUESTIONS**

**Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)**

**Answer each question in 20 – 30 words.**

Q. 7	Briefly explain any four stages of active listening?	2
Q. 8	Give any four ways to manage stress in life.	2
Q. 9	List the names of any four presentation software.	2
Q. 10	Write about any four common environmental barriers to entrepreneurs?	2
Q. 11	Write any four benefits of green jobs?	2

**Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)**

Q. 12	What was the major setback for the travel business in the modern era? Write the main two factors which helped to accelerate the growth of hotel industry during this time?	2
Q. 13	How can a front office personnel build a positive image on telephone? (Any four points)	2
Q. 14	Write about any two operating and non-revenue producing departments of a hotel?	2
Q. 15	As a hotel manager, what four measures would you adopt to ensure security of women guests?	2
Q. 16	Write any four criteria on the basis of which hotels are classified as Eco hotels?	2

Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)

Q. 17	Mention any six guest services provided by the Front Office department	3
Q. 18	Describe an affiliate and non-affiliate network system?	3
Q. 19	Discuss the follow up procedure to be in place even after the guest's problems has been resolved?	3

Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)

Q. 20	Write a short note on Global Distribution System? Mention any four examples of GDS.	4
Q. 21	Discuss the procedure to be followed in group check-in?	4
Q. 22	How will you handle the following situations? a) If a fire breaks out in the hotel b) Death of an In-house guest in the hotel	4
Q. 23	Elaborate the importance of security records in hotels? Discuss some security records used in hotels for a better control?	4
Q. 24	Who is an aggressive customer? Suggest one way to deal with him. What are the risks involved in such cases?	4

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